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2003 2972



Judith A. Riley, J.D.

5909 Northwest Expressway, Suite 101  
Oklahoma City, OK 73132

October 5, 2009

VIA EXPRESS MAIL

Public Service Commission of  
South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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SOUTH CAROLINA  
PUBLIC SERVICE  
COMMISSION

RE: Service Quality Report – 3rd Quarter 2009

Attached please find the 3rd Quarter 2009 Service Quality Report for the following named telecommunications provider.

EveryCall Communications, Inc.

If you need further information, or if you have questions, please contact me at (405 )755-8177 ext. 25, or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

A handwritten signature in cursive script, appearing to read "Alicia G. McKay".

Alicia G. McKay  
Regulatory Agent

Enclosure

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**

**SOUTH CAROLINA OPERATIONS**

COMPANY NAME

EveryCall Communications, Inc.

QUARTER / YEAR

3<sup>rd</sup> / 2009

Month:	JUL	AUG	SEP
Number of Customer Access Lines	<u>1502</u>	<u>1497</u>	<u>1548</u>
Trouble Reports / Access Line (%)	<u>4%</u>	<u>4%</u>	<u>2%</u>
Customer Out of Service Clearing Times (%)	<u>85%</u>	<u>87%</u>	<u>86%</u>
New Installs Completed w/in 5 Days (%)	<u>97%</u>	<u>95%</u>	<u>95%</u>
Commitments Fulfilled (%)	<u>97%</u>	<u>95%</u>	<u>96%</u>

Comments / Explanations: \_\_\_\_\_

Person Making Report / Contact Information: Jon Seger

225-252-3332, seger@everycall.com

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